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Address Correction Requested

Rank and File Lose a Friend

To many rank and file staff, Chancellor Emeritus Francis A. Sooy was more than a physician or administrator. He was a concerned friend, a father figure and in many ways a fixer of things that had gone wrong.

"He was very close to everyday working people," says Alcus Bill, a Physical Plant/Building Services custodial foreman. Of the many custodial staff he has worked with and supervised in his 18 years at UCSF, "I can't think of one who wouldn't go out of his way for Dr. Sooy," Bill recalls. "That man was loved by everybody."

He first met Sooy in 1968, when Bill started here in what was then known as the Housekeeping Department. "Back then, we worked in gangs of five or six, and our gang used to do part of the old UC Hospital where Dr. Sooy's office was located," he remembers. "Around Christmas time he would ask each of us to write down what we wanted to drink or eat. Then on Christmas Eve, there were individual packages waiting for each of us."

That type of gesture, that Sooy knew all by name and took personal interest in each of them, made a lasting impression on Bill, whose friendship with Sooy grew over the years. Sooy, internationally known as an academic leader and for the delicate ear surgeries he performed, and Bill, a burly, black former Army paratrooper who cleaned campus offices, often would chat about common interests. Motorcycling, one of Sooy's many hobbies, for example. "After I had a motorcycle accident, I was afraid to get back on one. He said he had fallen off his motorcyle before, and the best thing to do is to jump on and ride again. He even invited me to ride with him to the wine country—which would be a long but easy ride—just so I would get over my fear," Bill says.

"When we passed in the halls, he was never too busy to chat or ask how I was doing," says Bill. And when an inner ear problem twice required surgery, one of the best in the world performed it at no cost to Bill. There were scores of other campus employees who were treated for free by Sooy—custodians, clerical workers, a garage attendant, a Moffitt cafeteria worker.

"He was one remarkable person and so very caring. And his wife [Elizabeth] and kids were the same," says Bill. "I place him right up there with Martin Luther King. Dr. King and Dr. Sooy—humanitarians who were always for the people."

When Bill heard of Sooy's death on September 12 he reacted with shock and sorrow. "It was like my own father had died."

Alicia Cereceda, who works the information desk in the Moffitt lobby, had the same reaction. She credits Sooy for saving her employment at UCSF. Fifteen years ago, at the advice of a hospital admissions supervisor, Cereceda sought his help for tinnitus—ringing in the ears—that worsened because of a noisy machine that printed patient identification cards. Eventually, she got a transfer to the information desk, and a special low-salt diet and other treatment over

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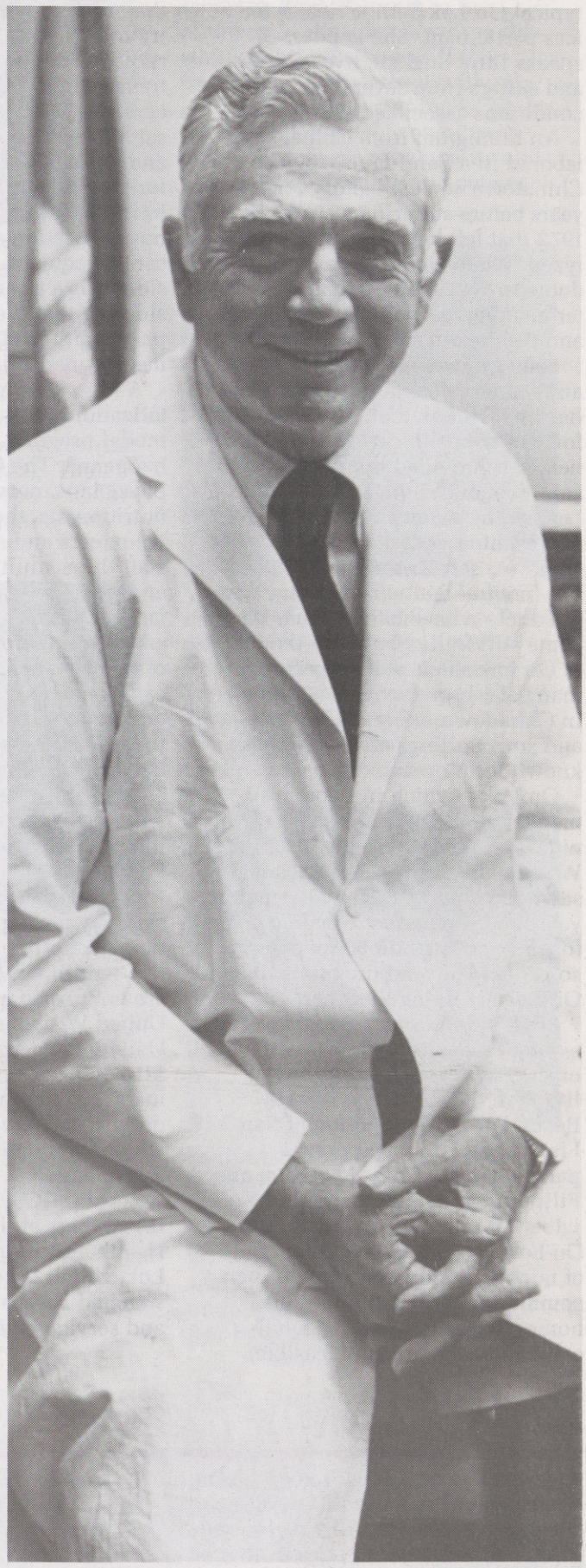
Alicia Cereceda, left, and Alcus Bill were among many befriended by Dr. Sooy.



A campuswide memorial service for Chancellor Emeritus Francis A. Sooy, who died in a private plane crash on September 12, will be held on Monday, November 3, 4:30 to 6 pm, in Cole Hall.

United Way, Nov. 3–14

Nine days before his death, Francis A. Sooy talked about the United Way, which he described as "a caring umbrella that covers a wide area of human needs."

Sooy was scheduled to chair the 1986 UCSF United Way campaign, which runs from November 3 to 14. The role was one he looked forward to, and it certainly was a fitting one. Francis A. Sooy was a symbol of humanitarianism.

Chancellor Krevans decided not to replace Sooy as chairman "simply because he can't be replaced."

In an interview, Sooy discussed eagerly how United Way—run primarily by volunteers—serves the Bay

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Abode of Peace and Happiness for Elderly

Eighty-one-year-old Mrs. Yee is a typical On Lok Senior Health Services participant. She is poor, speaks little English, lives alone and suffers from several chronic conditions associated with old age.

An immigrant from China, she labored in a San Francisco Chinatown sewing factory for 11 years before suffering a stroke in 1972 that left her partially paralyzed. When On Lok opened its doors in 1972, she became a charter member, participating in social and day health care activities.

Later on, when diabetes caused an ulcerated foot and a fall broke her hip, On Lok took responsibility for all her health care and social needs. It provided home nursing care, rehabilitation, meals and counseling when she needed it, and eventually assisted her to achieve a sense of independence. Yee (not her real name) is now confined to a wheelchair and has become still frailer, but with the help of On Lok she is able to perform many of her own chores at home, in Chinatown, where the people and surroundings are all she has known for 25 years.

On Lok—which in Cantonese means "abode of peace and happiness"—is one of some 35 United Way of the Bay Area agencies that serve the elderly. Society has not yet found the perfect way to care for the growing number of elderly, so United Way and programs like On Lok are doing their part.

On Lok is a unique program—an expanded health maintenance-type organization for the frail elderly living in the Chinatown-North Beach-Polk Gulch section of San Francisco. All its 300 participants—mostly Chinese, Italian and Filipino—are frail enough to be eligible for nursing home care. But On Lok's goal is to keep them out of nursing homes and in their own community, preferably in their homes, for as long as it is medically and economically feasible.

Three years ago, On Lok became the only organization in the country to assume 100 percent financial risk to provide complete care of extremely frail older people. Medicare and Medicaid pay On Lok a set fee for each eligible participant, and On Lok becomes responsible for all of his or her health and long-term care needs, including hospitalization and nursing home care if required. Some might consider this a financial gamble, considering that the average participant is 80.6 years old and has 5.4 medical diagnoses.

A high number of costly hospitalizations could wipe out the model program, but that has not happened. The On Lok team of physicians, nurses, social workers, nutritionists, therapists, drivers, volunteers and support people that staff three adult day health centers and a separate low-income housing facility have been successful in general in maintaining the health of the participants, saving health care costs that the government otherwise would be paying, and at the same time providing comprehensive care that is not usually available through other programs. At least six different sites around the country plan to duplicate On Lok's model.

Although Medicare and Medicaid pay for the care of most participants, other frail elderly who live within On Lok's boundaries are not turned away. That's where United Way money helps. Last year United Way gave On Lok nearly $110,000, some of which was used for "scholarships" for needy elderly who were not quite poor enough to qualify for government assistance.

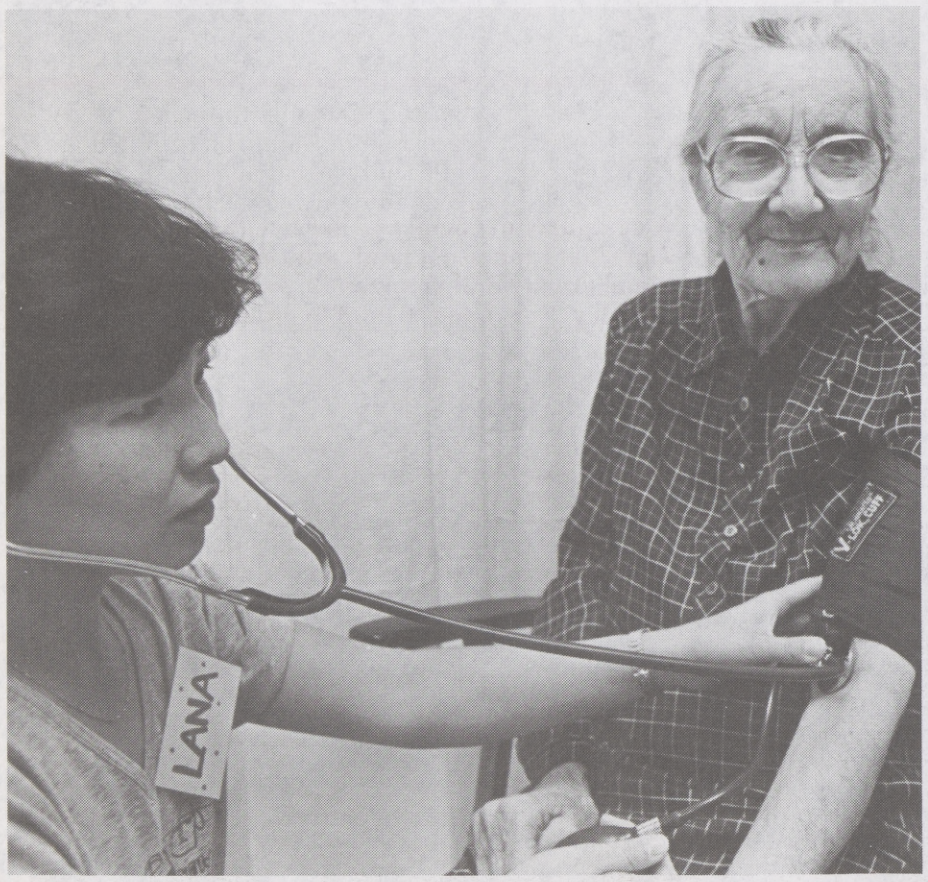
Several UCSF persons, including researchers at the Institute for Health and Aging, have ties to On Lok, which is being closely watched because of its financing and service model.

Laura Reif, PhD, an associate professor in the School of Nursing and a member of the UCSF Institute for Health and Aging, is a member of the On Lok Board of Directors and chair of its research committee. "On Lok is a grass roots, public health model, covering the full spectrum of care," she says. "It's tailored to the specific needs of the community. There is a high incidence of diabetes and stroke among older Chinese, for example, so the team there gears its health program to deal with that."

Whether the On Lok model is the solution to providing long-term care for the elderly might be debated among policy analysts studying that problem. But for 300 elderly persons in north San Francisco, it is better than a nursing home.

Andy Evangelista

On Lok provides all health and long-term care needs, including rehabilitation, for participants.



On Lok's 300 participants are nursing-home eligible, but its goal is to keep them out of institutions and in their own environments.

Sooy

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the years has helped ease the condition.

Cereceda, who couldn't afford to see an ear specialist, was never charged for 15 years of care she received. To show her appreciation to Sooy, she sent him embroidery work, which she does as a hobby. "It was nothing compared to what he did for me. But he would always send a thank you letter saying how beautiful it was and how much he and his wife enjoyed it," she says.

Brita Saltvoll, the head operating room nurse for ear, nose and throat surgery, says it was always a pleasure to work with Sooy. "If there were equipment problems, he would try to fix them himself," she recalls. "The operating room is a high pressure place. But just being around him seemed to take a lot of pressure off the nurses."

While he was Chancellor, Sooy scheduled his surgeries on Saturdays, when he would perform up to six cases. Often for lunch, he would go into the lounge and cook oriental food, another of his hobbies, for the nurses, Saltvoll remembers.

Jo Wheeler, an editor in the Department of Radiology, has attended several employee retirement and awards ceremonies. Many employees were pleasantly surprised that Sooy remembered their names and knew what they contributed to the campus, she says.

It is the little things that Frank Sooy did that weigh big in the hearts and minds of staff at UCSF.

Andy Evangelista

Retiree Makes Dream Come True

A dream will come true for Wen Jing when he receives his M.A. degree in English-as-a-second-language from San Francisco State University this December. With his new degree, the straight-A visiting student, 32, can return to his native China with a good chance of advancing from his present rank of instructor of English to a higher level of teaching at Sun Yat Sen University in Canton.

Sharing in his pride of accomplishment will be Wen Jing's American sponsor, UCSF retiree Dorothy Lowe, who brought him here and has financed his graduate studies.

Lowe, an administrative assistant in the Department of Preventive Medicine for 21 years, left in 1959 to earn a teaching credential. After three years as a high school teacher, she decided to return, working first in the Department of Medicine and then, from 1966 until her retirement in 1972, in the Personnel Department. An employment representative, she interviewed thousands of prospective employees. She also taught classes in medical terminology.

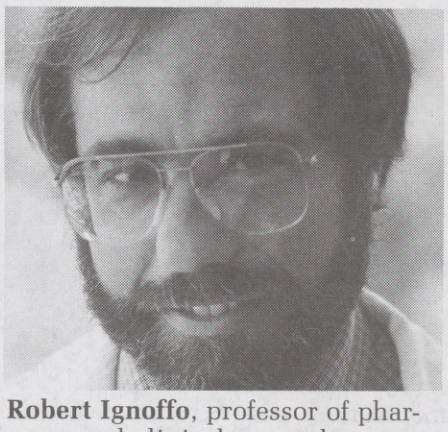
After her retirement, Lowe lived for two-and-a-half years in Paris. Her other travels included four trips to China, the first in 1978, and the most recent this year.

It was on the first trip—a study tour of China led by a University of San Francisco professor—that she met Wen Jing. When the group visited Sun Yat Sen University he was one of several English-speaking students brought in to meet the visitors. Lowe spent a fascinating two hours conversing with Wen Jing and a classmate.

"During the Cultural Revolution [1966–1976], Chinese universities

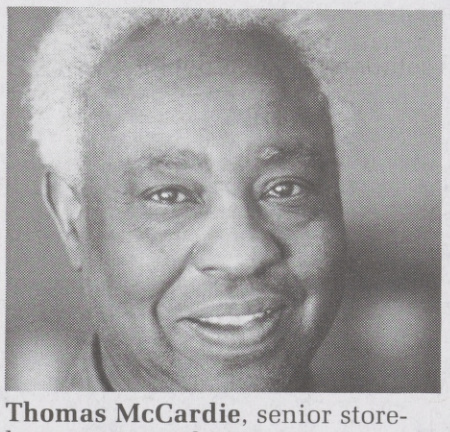
How do you feel about Proposition 61?

Maria Matthews, secretary to the chairman, Department of Urology: I've worked hard to earn my sick and vacation leave. They're money in the bank and nobody is going to take them away from me! A few years ago I broke my wrist. If I hadn't had accumulated sick leave, I'd have been forced to depend on disability pay. As it turned out I collected almost no disability benefits.



Robert Ignoffo, professor of pharmacy and clinical researcher: When I'm doing major research it sometimes becomes impossible to take a full vacation before the end of the year. I have to split it up. This is no time to be cutting salaries and benefits with the biotechnical and pharmaceutical industries competing for our faculty and researchers. We'd lose qualified people at other levels as well.

Dennis Seeley, principal clerk, Institute for Health Policy Studies: This proposition is unbelievable. It's outrageous! Once more Paul Gann has come up with an emotional issue that plays on people's anger over taxes and the cost of running the government. In the long run, he's designed it to hurt people who can least afford it. He must be a bitter man.



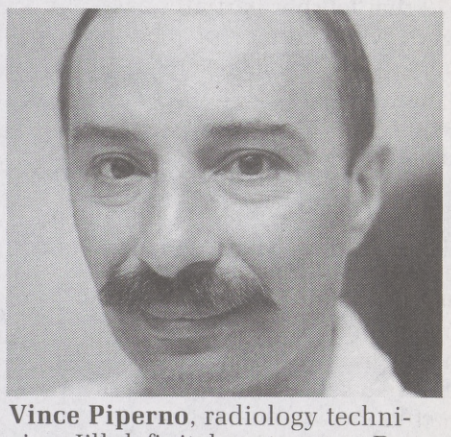
Thomas McCardie, senior storekeeper, Materiel Management: After working here for 30 years, I've accumulated more than 700 hours of sick leave. I have a lot of unused vacation time, too. I wouldn't be at all happy to lose those hours, and especially the extra pay and retirement credits they could give me when I leave.

Patricia Darnell, administrative assistant, Pediatric Surgery: The loss of accumulated sick and vacation leave would encourage absenteeism on a large scale, especially at the end of the year. We'd get less qualified people to work for the University at a time when we need to stay in a position to compete with other employers. When I moved here from the East Coast, I was surprised to find how much it costs to live in California. Cutting salaries and benefits makes no sense.

Patricia Anthony, billing assistant, Department of Urology: I wouldn't want to lose either my sick or vacation leave. I rarely use sick leave for myself but when my nine-year-old son gets sick, I need to take the time off. I also like to spread my vacation by taking short vacations—just enough time to unwind from the stress of working. Then I can carry over the unused time for an occasional long vacation with my family.

Susan Heath, administrative assistant, Clinical Pharmacy: I have mixed feelings. The higher paid people seem to be making more money all the time, while the lower paid ones get proportionately less and less. It isn't fair, but that's no reason for taking away working people's sick and vacation leave. I'll have to vote no. I'm active in Local 3218, AFSCME [American Federation of State, County and Municipal Employees]. They've come out against Prop 61.

Rita Williams, administrative assistant, Epidemiology and International Health: The closer we get to the twenty-first century, the more it seems as if we're living in the nineteenth. How can anything this stupid get on the ballot? If the Gann initiative passes it will only add to the cost of running UCSF by driving the most able employees away and lowering the quality and efficiency of teaching and patient services.



Vince Piperno, radiology technician: I'll definitely vote no on Proposition 61. Sick leave is a very important benefit and you never know when you might need it for surgery or a serious illness. Those who don't abuse it shouldn't be penalized by having it cut off.

Pacita Guillermo, food service worker: I've accumulated over 400 hours of sick leave in 17 years, and I don't want to lose it. It's good to know we have sick leave to use when we really need it. I'll vote no on Proposition 61. If it passes, I'll just have to hope I stay healthy.

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were closed," she notes. "When they opened again, six million applicants signed up for the entrance examination for the universities throughout the Republic. Only 150,000 [or one-quarter of one percent] were accepted. They included Wen Jing."

Wen Jing and his new American friend became pen pals. When Lowe made her third trip to China in 1984, Wen Jing took his wife and three-month-old daughter to the Canton airport for a brief visit with her. By that time, he had graduated from the university and was one of two members of his class to be appointed instructors of English. Unfortunately, that position turned out to be a dead end.

"There was no way he could be promoted without a higher degree," explains Lowe. "Master's programs in English are nonexistent in China. The emphasis is on subjects like science and engineering. Ironically, English-language instructors are badly needed to train translators for the many American firms now doing business there."

Wen Jing worked with another English instructor who had managed to go to Canada and earn a master's degree. After he returned, he was promoted over Wen Jing, even though he had shorter tenure. Wen Jing longed to follow a similar route to a better future.

And Dorothy Lowe, who has no children of her own, decided: "Why shouldn't I help make the dream a reality?"

It took months to unravel the red tape, but finally San Francisco State accepted him and he obtained a passport and student visa with help from the American consul in Canton. He arrived just in time to begin the fall 1985 semester. He lived in his sponsor's San Rafael home and commuted to San Francisco until six months ago, when relatives of his wife managed to finance a trip so that she and the baby could join her husband. Since then, the young Chinese family has been living with friends in the city.

Usually, the course Wen Jing is taking requires two years to complete, but with some very hard work and a few credits he had picked up earlier through a UCLA program in China, he is finishing after only a year-and-a-half. Then, he will return to his homeland where he will share his knowledge and teach English to others.

Claire Leeds Wray

Retiree Dorothy Lowe and student Wen Jing.

United Way—'A Caring Organization'

(Continued from page 1)

Area. The United Way volunteers, representing a true cross-section of the diverse population, look at trends and needs in their community and allocate money to agencies that are addressing those needs. The number of people over 65, for example—the fastest growing segment of the population—will increase 16 percent in the next four years. The United Way, recognizing this trend, last year gave nearly $2.5 million to 35 Bay Area organizations that provide health and social services to the frail elderly. Child care needs have increased to a point where there are enough licensed child care slots for only 60 percent of the children under nine who have working parents. United Way's response was to spend $5 million last year on child care, counseling, parenting skills and "latchkey" programs.

In recent years, the United Way has made special allocations to programs and charities serving Southeast Asian refugees, the disabled, single female parents, and gays and lesbians, when the volunteers decided the needs of those groups were immediate.

"The old term—Community Chest—better describes the underlying concept of the United Way," said Sooy. "It really is a source of first aid for emergency situations that arise in the community."

After he stepped down as Chancellor in 1982, Sooy began teaching one day a week at San Francisco General Hospital, where he treated a large number of refugees. Many required hospitalization and were well taken care of while they were there, but after leaving the hospital they still needed follow-up care and social services. "That's why a United Way is essential," said Sooy.

Last year, United Way distributed some $33 million to 270 human service organizations. One out of three—or 1.8 million persons in the Bay Area—benefited from a United Way agency. The roster of agencies includes the traditional—the American Red Cross, the Boy and Girl Scouts, the YMCA, YWCA and the Salvation Army. But it's the dozens of lesser known agencies—the Over 60 Health Clinic, the Berkeley Women's Health Collective, La Casa De Las Madres, Parent-Child Development Centers, Peninsula Center for the Blind and Potrero Hill Neighborhood House, for example—and partnerships with the Bay Area Black United Fund and the National Concilio of America that give a clearer picture of United Way.

"One central organization, one fund-raising campaign and your one donation, even a small one, reach so many people," said Sooy.

Campus members last year donated some $150,000 to United Way, and UCSF participation during the last two campaigns was 31 percent. Sooy was hoping to help boost the campus' participation. "Many at UCSF are engaged in delivery of services—mainly health care—for which we're not paid. A lot of us volunteer our time," he said. "This makes us forget about our responsibility to donate in terms of dollars. I think in health care we forget that second obligation.

"United Way is a caring organization and so is UCSF," he said. "It's natural that we support our community through United Way."

Frank Sooy certainly knew what caring was about.

Andy Evangelista

United Way Agencies Are a Necessity

Ann, a single, pregnant 16-year-old, was first seen at the UCSF obstetrics clinic late last year. She was frightened and had neither the financial nor emotional support to take care of a baby. And though she wanted to keep the baby, she had limited knowledge of the responsibilities of parenthood.

"We applied on her behalf for MediCal financial assistance, counseled her on the importance of good prenatal care, and told her about community resources available to help," says Venetta Bassett, supervising clinical social worker in the obstetrics clinic.

But Ann (not her real name) was a repeated no-show for clinic appointments, and with her poor nutritional habits was facing a high-risk delivery.

"We put her in touch with the San Francisco Family Service Agency's TAPP (Teen-Age Pregnancy and Parenting Project), which benefits from the United Way. Through weekly home visits and one-on-one sessions with her TAPP case worker in a non-hospital setting, she was able to find the support she desperately needed. She began taking better care of herself, learned parenting skills through the TAPP project and recently gave birth at UCSF to a healthy baby boy," says Bassett.

The TAPP project has followed up by helping Ann find infant day care while she finishes her last year of high school. Her outlook is much more mature, and she looks forward to becoming self-supporting, according to Bassett.

The obstetrics clinic sees many single pregnant women ranging in age from the early teens to the late 30s. The clinical social workers often call on other United Way agencies for backup help, including Florence Crittenton Services, which provides residential shelter, infant day care and a full range of social and psychological services.

Social worker Venetta Bassett counsels in the obstetrics clinic.

Another case cited by Bassett involved the parents of a child born with a cleft palate. "Although we assured them that UCSF's Cleft Palate and Other Facial Deformities Program does outstanding work in correcting such problems, this couple, like many parents of infants with disabilities, needed special help in coping with their feelings of anxiety, guilt and blame."

During the mother's six-week postpartum follow-up in the clinic, the social worker made arrangements for the parents to receive counseling both separately and together at the Family Service Agency.

Other United Way agencies, including the American Cancer Society and the American Heart Association, also are called upon by UCSF social workers. Those two United Way agencies, in addition to funding research and disease prevention education, provide money for transportation, meals and lodging to needy people outside of San Francisco so they can be near family members receiving treatment at UCSF. Having a family member present is important to seriously ill patients, says Bassett.

"The members of the UCSF Social Work Department as a whole are committed to supporting the United Way campaign," says Bassett. "United Way agencies are invaluable in enhancing the well-being of our patients, and with the trend toward shorter hospital stays and early discharge, we are often dependent on their help with follow-up care."

The Visiting Nurses Associations (VNA), for example, provide care for those needing health assistance in their homes. "For many years we considered them a valuable ancillary service. Now, they—like many United Way agencies—are a necessity," says Bassett.

Claire Leeds Wray

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